Two Minute Training Modules

Army Performance Improvement Criteria "APIC OVERVIEW"

Two Minute Desktop Training

APIC Overview Topics:

- Government Performance and Results Act

- Malcolm Baldrige National Quality Award

- Army Performance Improvement Criteria

Government Performance and Results Act (GPRA)

- The Government Performance and Results Act of 1993 sought to shift the focus of government decision-making and accountability away from a preoccupation with the activities that are undertaken
  - to a focus on the results of those activities.
  - Under the Act, agencies are to develop multiyear strategic plans, annual performance plans, and annual performance reports.

President's Vision for Reform

- In 2001 President George W. Bush published his vision for government reform and has given all government agencies a mandate with three guiding principles that states government should be:
  - Citizen-centered, not bureaucracy-centered;
  - Results-oriented;
  - Market-based, actively promoting rather than stifling innovation through competition

“Baldrige Criteria”

- To assist in accomplishing the President’s vision, the Army has implemented the Baldrige-based Army Performance Improvement Criteria (APIC).

- Malcolm Baldrige National Quality Award
  - Began in 1988 to promote total quality management (TQM)
  - Designed to improve quality and overall performance
  - Is non-prescriptive, but provides a systematic structure for managing organizations

“The Criteria”

- Baldrige and APIC Criteria are based on seven primary performance areas:
  - Leadership
  - Strategic Planning
  - Customer and Market Focus
  - Measurement, Analysis, and Knowledge Management
  - Human Resource Focus
  - Process Management
  - Business Results

Army Performance Improvement Criteria (APIC)

- APIC is based on the Baldrige Criteria, with modifications to reflect the Army environment
- APIC being aligned with Baldrige promotes cooperation between public and private sector organizations
- APIC Is the strategic framework for:
  - Leading change
  - Assessing performance
  - Setting high standards for Army excellence

APIC
Core Values and Concepts

- The APIC criteria is built upon a interrelated set of Core Values and Concepts:
  - Visionary leadership
  - Customer-driven excellence
  - Organizational and personal learning
  - Valuing employees and partners
  - Agility
  - Focus on the future
  - Managing for innovation
  - Management by fact
  - Social responsibility
  - Focus on results and creating value
  - Systems perspective

More Information about the Army Performance Improvement Criteria and the "APIC" website can be found at:

http://www.hqda.army.mil/leadingchange/homepage.htm